



DHHS WAIVER ADVISORY COMMITTEE **MEETING MINUTES**

Date: April 18, 2012 **Time:** 1:00 pm – 3:00 pm **Location:** McKimmon Center, Raleigh, NC

MEETING CALLED BY			William "Lee" Smith, Chairman		
TYPE OF MEETING			DHHS Waiver Advisory Committee (DWAC)		
ATTENDEES					
COMMITTEE MEMBERS			STATE STAFF ATTENDEES		
NAME	AFFILIATION	PRESENT	NAME	AFFILIATION	PRESENT
Peggy Terhune	Monarch	<input checked="" type="checkbox"/>	Ken Marsh	Lme Support Services	<input checked="" type="checkbox"/>
Margaret Stargell	Coastal Horizons Center, Inc.	<input checked="" type="checkbox"/>	Jim Jarrard	DMH/DD/SAS Asst. Dir.	<input checked="" type="checkbox"/>
Jack Naftel, MD	NC Physicians Association	<input checked="" type="checkbox"/>	Kathy Nichols	DMA Waiver Pgms Mgr	<input type="checkbox"/>
Rosemary Weaver	State	<input checked="" type="checkbox"/>	Kelly Crosbie	DMA	<input checked="" type="checkbox"/>
Carol Messina	State	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Susan Monroe	Local	<input checked="" type="checkbox"/>			
Marc Jacques	Local	<input checked="" type="checkbox"/>			
Deby Dihoff	NAMI	<input checked="" type="checkbox"/>			
Ellen Perry	DD	<input checked="" type="checkbox"/>			
Cherene Caraco	Mecklenburg's Promise	<input checked="" type="checkbox"/>			
Lois Cavanagh-Daley	NC CANSO	<input type="checkbox"/>	GUEST		
Arthur C. Wilson	Transylvania Co.	Call In	NAME	AFFILIATION	PRESENT
William Smith III	Wayne Co.	<input checked="" type="checkbox"/>	Leza Wainwright	ECBH	<input checked="" type="checkbox"/>
Brian Ingraham	Smoky Mtn.	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Ken Jones	Eastpointe	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Mike Watson	Deputy Sec. for Health Svcs	<input type="checkbox"/>			<input type="checkbox"/>
Craig Gray	Director	<input type="checkbox"/>			<input type="checkbox"/>
Tara Larson	DMA, Chief COO	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Steve Jordan	Director	<input checked="" type="checkbox"/>			<input type="checkbox"/>
U. Nenna Lekwauwa	Medical Director	<input type="checkbox"/>			<input type="checkbox"/>

1. Agenda topic: Welcome and Approval of Minutes

Presenter(s): Lee Smith

Discussion	<ul style="list-style-type: none"> Minutes approved Invitation for Public to sign up to speak. 		
Conclusions			
Action Items	Person(s) Responsible	Deadline	
<ul style="list-style-type: none"> N/A 			

2. Agenda topic: Chair Update/Housekeeping Items

Presenter(s): Lee Smith

Discussion	<ul style="list-style-type: none"> Change to Agenda – Public Comments Period to be addressed before next Month's Planned Updates. Role and Responsibility of DWAC – Charter reviewed and clarified. Committee reminded to stay within confines of original charge. Discussed term of DWAC membership. Determined that after first year, terms will split and length will be determined at that time. SA Representative discussed. Invitation put out for additional nominees for this vacancy, none were received. Tony Soward presented as a candidate for the opening. Tony's nomination approved. 		
Conclusions			
Action Items	Person(s) Responsible	Deadline	
<input type="checkbox"/> Assigned State Staff to DWAC to contact Mr. Soward for next meeting.	Ken Marsh/Kathy Nichols	4/20/2012	

3. Agenda topic: ECBH Implementation Process & Update**Presenter(s):** Leza Wainwright

Discussion	<ul style="list-style-type: none">• Power Point Presentation<ul style="list-style-type: none">• Outline of efforts made prior to start up – hiring, training, enrollment, communication with Stakeholders, IT systems efforts. Extensive effort put into introducing waiver to community, providers, consumers/families, etc.• Data provided on Implementation Budget, Provider Contracting, RFPs. Questions raised on why some providers didn't enroll with network. Answers varied – Some resisted and later enrolled, some not interested due to low number of medicaid recipients, some providers had shut down. Forty-eights providers didn't enroll – 25 consumers transitioned as a result. DMA shuts down the provider number if not enrolled.• Shared status after first two weeks as MCO – As of last week up to date on all claims, chose a “soft start” approach (approved through department and DMA) to pay claims and review/correct at later date.• Lessons Learned - Recommendations for others in process• Questions<ul style="list-style-type: none">• Is there a counter on the ECBH website? No, but noted that updating the webstie is in the works.• Based on the number of clinicians hired, is this taking away from the provider pool and creating problems? Ans: For ECBH no more than two were hired from providers, and some were hired from out-of-state. Will this be a problem state-wide? To be determined as more MCO's start up. EAT has set up a committee to address this issue• Care Coordination – ECBH had intended to do majority of care coordination telephonically. Conducted surveys with families and results were positive. Since that time Innovations determined that ISP needed to be face-to-face. They are regrouping to address the issues and working with the deptmt to determine how to handle.• Comment made that ECBH has done a good job but it was felt that they were going too fast. DMA Response: Readiness Reviews were conducted, if it is determined that an LME is not ready to move forward, they would not. DHHS response: decision to proceed with “soft start” not preferred method for LME/MCO, and would be an individual conversation with each LME on a case by case if necessary.• Questions on relationship with Recovery Innovations - \$1.5 million or 100% of County dollars go to their Recovery efforts. If 100% of county dollars go to recovery, how much for IDD – Response: Plenty of State dollars available out of a \$200 million dollar LME-MCO budget. Their counties have made a priority to this area.• Credentialing – If employed by a hospital they do not require credentialing. If contracted with a hospital – they need to be credentialed.• Question on hiring – How many had managed care experience or is ECBH acquiring new talent. Response: ECBH was fortunate in acquiring some individuals with experience; they also put in place 8 day orientation for managed care knowledge development.• Does the CFAC have input into RFA's related to new services – yes
Conclusions	<ul style="list-style-type: none">▪ Power Point Presentation to be available on DMA website.
Action Items	<div>Person(s) Responsible</div> <div>Deadline</div>
<ul style="list-style-type: none">• None	

4. Agenda topic: Presentation/Updates – PBH/WHN**Presenter:** Kelly Crosbie

Discussion	<ul style="list-style-type: none"> • By end of week there will be a Special Medicaid Bulletin with Credentialing Process. There are three standard applications: Agency, Licensed Professionals, and Hospitals. Websites will be included in the Bulletin. Some LMEs still making decisions about credentialing. • MCO Due Process <ul style="list-style-type: none"> • Grievances – formal complaint about any subject – made to MCO (generally about authorizations). • Reconsideration – made to MCO
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	<ul style="list-style-type: none"> • State Fair Hearing – made to OAH • Western Highlands • ICF-MR – 16 enrolled – request information on how many individuals – Kelli to get info. • Majority of paper claims being submitted by hospitals, not all are contracting with Western Highlands. • Request for Blank Contract – available on website. • Information requested on penetration rates – Steve Jordan to respond. 		
Conclusions	<ul style="list-style-type: none"> ▪ Power Point Presentation available on website. 		
Action Items		Person(s) Responsible	Deadline
<ul style="list-style-type: none"> • ICF-MR • Penetration Rates 		Kelly Crosbie Steve Jordan / Shealy Thompson	Next meeting

5. Agenda topic: Public Comments Period

Presenter(s):

Discussion	<ul style="list-style-type: none"> • Gerri Smith The Arc of North Carolina 343 East Six Forks Road Raleigh, NC 919-782-4632 Ext. 102 • Commended Peggy for bringing questions to committee that providers are interested in. • Brought Family/Consumer concerns to Committee: <ol style="list-style-type: none"> 1. More information needed – clarification of definition of personal care – part of I Waiver or not 2. More information on Innovations waiver options currently in effect, Personal Care, Adult Care Homes 3. Need for competent services relative to IDD/MH 4. Families/Consumers in IDD community losing their “guiding star” – case manager contact person who helps then. 5. Are Waiting Lists being collected for LME-MCO? How do we know if outcome measures are accurate if we are not keeping lists? Can we trust penetration rates? 		
Conclusions	<ul style="list-style-type: none"> ▪ Thanked Ms. Smith for comments. Public Session Closed. 		
Action Items			
<ul style="list-style-type: none"> • Assigned State Staff to DWAC to put question on Public Comment Tracking Log for next sub-committee meeting. 		Ken Marsh/Kathy Nichols	5/9/2012

6. Agenda topic: Updates planned for next month

Presenter(s): Ken Marsh

Discussion	<ul style="list-style-type: none"> • DWAC page • Waiver Issues log hasn't been updated yet. • Document on public comments/questions has been developed, subcommittee to be assembled and tracking log to be updated, reviewed and posted. • Documents will only be posted after committee/subcommittee have reviewed. • Public Comments/Questions Subcommittee meetings to be held twice monthly to process Questions & Answers. Schedule to be determined by subcommittee. • Performance Outcomes: <ul style="list-style-type: none"> • Starting Point – two specific outcomes MH/DD/SAS. Possibly survey consumers/families. Recommendation from Committee Member that IDD community is surveyed in different way than other consumers since they learn in different ways. • Would like to invite Mercer to future DWAC Meeting • Request for baseline standards on issues we wish to monitor • Fact Sheets for MH, IDD and SA <ul style="list-style-type: none"> • Staff identified to work on fact sheets: Marc Jacques, Committee Member/Emery Cowan, DMHDDSAS staff for mental health; Ellen Perry, Committee Member/Sandra Ellsworth, DMHDDSAS for IDD; Margaret Stargell, Committee Member/Tony 		
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	<p>Sowards, Committee Member/Lee Lewis, DMHDDSAS for SA.</p> <ul style="list-style-type: none"> • Request for Provider network list before MCO goes live – available on line • Requested MCO have earlier hiring and training for care coordinators • Definition of community guides in place/hired before start up. • IT needs to be in place before MCO's go live. • Request for formal way to capture concerns of consumers/families – not just at DWAC. Committee reminded that CFAC and existing processes are in place and that is not charge of DWAC Committee. 		
Conclusions	<ul style="list-style-type: none"> ▪ Kathy and Shealy being asked to assist/join subcommittees. 		
Action Items		Person(s) Responsible	Deadline
<ul style="list-style-type: none"> • Post Meeting – Sub-committee to decide on next meeting times for phone and maybe face to face meeting. (Post meeting decision made to meet the 2nd Wednesday of each month by phone from 4pm to 5pm. Face to Face meeting would be monthly prior to each DWAC meeting from 11am to Noon in the same meeting room. 		State Assigned Staff to work with Peggy Turhune – Sub-committee chair.	5/8/2012

Next Meeting: Tuesday, May 22, 2012, 1:00 p.m. – 3:00 p.m.